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AUDITOR-CONTROLLER

**COUNTY OF LOS ANGELES
DEPARTMENT OF AUDITOR-CONTROLLER**

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May 30, 2007

TO: Audit Committee

FROM: J. Tyler McCauley
Auditor-Controller

SUBJECT: **SUNSET REVIEW FOR THE LOS ANGELES COUNTY CONSUMER
AFFAIRS ADVISORY COMMISSION**

RECOMMENDATION

The Audit Committee recommend to the Board of Supervisors to extend the Los Angeles County Consumer Affairs Advisory Commission's sunset review date to July 31, 2011.

BACKGROUND

The Consumer Affairs Advisory Commission (Commission or CAAC) was established by the Board of Supervisors (Board) under Chapter 3.13 of the Los Angeles County Code. The most recent extension was approved by the Board in November 2001.

The Commission's duties include:

- Ascertaining the needs of consumers, and advising the Department of Consumer Affairs' Director (Director) of its findings.
- Advising the Director concerning the protection and promotion of the interests of consumers.
- Advising the Director of the need for changes in procedures, programs or legislation, to further the interests of consumers.
- Discussing with the Director methods for more effective consumer education.

"To Enrich Lives Through Effective and Caring Service"

- Studying and reporting on matters referred for review by the Director or the Board.
- Reporting on the Commission's activities to the Director and the Board, at least once each calendar year, and testifying upon request.

The Commission consists of fifteen members, three from each Supervisorial District. Each member is supposed to have demonstrated interest and experience in consumer affairs, by virtue of education, occupation, or activities prior to appointment. All members are appointed by the Board and serve a two-year term.

The Commission is required to meet six times per year. From April 1, 2000 through September 30, 2006, the CAAC met 55 times, with an average attendance of 6.1 (41%) members. The CAAC recognizes its low average attendance and is taking steps to improve attendance by calling the Commission members to remind them of meetings. Even though the Commission's average attendance was somewhat low, the Commission successfully fulfilled its duties.

Commission members do not receive compensation. The Department of Consumer Affairs (Department) provides staff support to the CAAC. The Department estimates annual CAAC expenditures for staff support and other expenses of \$3,150.

JUSTIFICATION

The Commission serves in an advisory capacity to the Director and the Board. Its primary responsibility is to represent consumers' interests and needs.

During this review period, the CAAC:

- Assisted the Department's Volunteer and Internship Program Coordinator by recruiting volunteers to provide counseling and assist as mediators for dispute settlements. Some of the Commission members participated as volunteers in the program.
- Recommended the Department conduct a Consumer Protection Forum to educate senior citizens about identity theft and the Department's Consumer Protection Services.
- Sent letters to editors of various ethnic newspaper informing them of consumer protection information available on the Department's website for non-English speaking communities.

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- Advised the Director regarding the Department's budget, service improvements, community events, and training opportunities.
- Submitted annual reports to the Board on the Commission's activities and accomplishments.

The Commission's objectives for the next evaluation period are to:

- Continue to assist the Department's volunteer recruitment efforts.
- Provide information and liaison activities to community groups and the Department.
- Continue submitting annual reports to the Board on the Commission's activities.

Please call if you have any questions.

JTM:MMO:JLS:MR

Attachments

c: Stanley Rogers, Chairman, Consumer Affairs Advisory Commission
Pastor Herrera, Jr., Director, Department of Consumer Affairs
Sachi A. Hamai, Executive Officer
Robin A. Guerrero, Chief, Board Operations
Jim Corbett, Manager, Commission Services

COMMISSION SUNSET REVIEW
LOS ANGELES COUNTY CONSUMER AFFAIRS ADVISORY COMMISSION
REVIEW COMMENTS

Mission. (Does the mission statement agree with the Board of Supervisors' purpose and expectations?)

The Commission's stated mission agrees with the ordinance creating the Commission.

The Commission's mission appears to **CONCUR.**

Section 1. Relevance. (Is the mission still relevant and in agreement with the Board of Supervisors' purpose and expectations?)

The CAAC represents the interests and concerns of consumers to the Director of the Department of Consumer Affairs.

The Commission's mission appears to be **RELEVANT.**

Section 2. Meetings and Attendance. (Are required meetings held and is attendance satisfactory?)

The Commission is required to meet six times per year. From April 1, 2000 through September 30, 2006, the CAAC met 55 times, with an average attendance of 6.1 (41%) members. The CAAC recognizes its low average attendance and is taking steps to improve attendance by calling Commission members to remind them of meetings. Even though the Commission's average attendance was somewhat low, the Commission successfully fulfilled its duties.

The Commission's meeting frequency is **SATISFACTORY.**
The Commission's attendance is **UNSATISFACTORY.**

Sections 3 and 4. Accomplishments and Results. (Are listed accomplishments and results significant?)

The following is a summary of the Commission's accomplishments during this review period:

- Assisted the Department's Volunteer and Internship Program Coordinator by recruiting volunteers from various community and business organizations to provide counseling and assist as mediators for dispute settlements. Some of the Commission members participated as volunteers in the program.

- Recommended the Department conduct a Consumer Protection Forum for senior citizens at the Monte Vista Grove Homes in Pasadena. The Forum was held in April 2006. Seniors were informed about identity theft and the Department's Consumer Protection Services.
- Submitted letters to various ethnic newspaper editors informing them of consumer protection information available on the Department's website for non-English speaking communities.
- Advised the Director regarding the Department's budget, service improvements, community events, and training opportunities.
- Submitted annual reports to the Board on the Commission's activities and accomplishments.

The Commission's accomplishments and results are **SIGNIFICANT.**

Section 5. Objectives. (Are the objectives compatible with the mission and goals and relevant within the current County environment?)

The Commission's objectives for the coming period are to:

- Continue to assist the Department's volunteer recruitment efforts.
- Provide information and liaison activities to community groups and the Department.
- Continue submitting annual reports to the Board on the Commission's activities.

The Commission's future objectives appear **RELEVANT.**

Section 6. Resources. (Are the resources utilized by the entity in support of the entity's activities warranted in terms of the accomplishments and results?)

Commission members do not receive compensation. The Department provides staff support to the CAAC. The Department estimates annual CAAC expenditures for staff support and other expenses of \$3,150.

The Commission's expenses appear to be **WARRANTED.**

Section 7. Recommendation.

**EXTEND THE SUNSET REVIEW DATE FOR THE LOS ANGELES COUNTY
CONSUMER AFFAIRS ADVISORY COMMISSION TO JULY 31, 2011.**

Los Angeles County Consumer Affairs Advisory Commission Attendance Record

Commissioner	Nominated by	6/30/2000	9/30/2000	12/31/2000	3/31/2001	6/30/2001	9/30/2001	12/31/2001	3/31/2002	6/30/2002	9/30/2002	12/31/2002	3/31/2003	6/30/2003	9/30/2003	12/31/2003	3/31/2004	6/30/2004	9/30/2004	12/31/2004	3/31/2005	6/30/2005	9/30/2005	12/31/2005	3/31/2006	6/30/2006	9/30/2006	Total	% Attended	
	Number of Meetings per Quarter	2	1	1	3	3	1	2	3	3	1	2	3	3	1	2	3	3	3	1	2	3	3	1	2	3	2	1	55	
Cecile Thomas-Fajardo	1st District	1	1	0	0																							2	25%	
Manuel P. Fajardo	1st District	2	1	0	2	2	0	0	0	2	1	2	2	3	1	2	3	3	0	0								26	65%	
Dolly (Della) Rivera	1st District	1	0	0	2	2	0																					5	45%	
Helen S. Kawagoe	2nd District	0	0	1	2	0	1	0	1	0	1	1	0	0	0	1	1	1	1	1	3	1	0	0	1	2	0	19	35%	
Nel S. Rubenstein	2nd District	2	1	0	3	2	1	1	1	3	0	1	3	3	1	2	3	3	1	1	3	0	2	2	2	2	1	45	82%	
Linda A. Smith-Gaston, Ph.D.	2nd District	1	0	0	1	1	1	0	0	2	1	2	2	0	1	2	2	1	1	2	0	0	0	0	0	0	0	20	56%	
Stanley Rogers	3rd District	1	1	1	3	3	0	2	2	2	0	2	2	3	0	2	3	3	1	2	3	3	1	2	3	2	1	48	87%	
Helen Levin	3rd District	0	0	1	1	0	0	2	2	1	0	1	1	0	1	0	1	1	1	0	2	2	1	1	0	0	0	18	35%	
Anne R. Greer	3rd District	2	1	1	3	3	1	2	1	3	1	1	3	2	1	2	3	1	1	1	3	3	1	2	1	2	1	46	84%	
Gloria Condero	4th District																1	2	1	0	2	0	1	1	1	0	0	9	36%	
Ho-Jeong Eun	4th District																							1	3	2	1	7	88%	
Sami E. Khoury, M.D.	4th District	0	0	0	0																							0	0%	
Sylvia Garza-Southerland	4th District																0				2	2	1	1	2	1	1	10	59%	
Pavil H. Patel	4th District	0	0	0	1	0	0	1	1	0	0	1	0	1	0	1	1	0	0	0								7	18%	
Joyce Ann Ayvazi	5th District	2	1	1	2	2	1	1	1	1	0	1	1	1	1	1	2	2	0	1	2	2	1	1	1	2	0	30	55%	
Laurella "Loli" Benton	5th District	2	0	0	2	2	0	0	1	0	1	0	0	0	0	0	0	2	1	1	1	1	1	1	3	2	1	22	40%	
Louise Leigh	5th District	2	0	1	1	1	1	0																				6	46%	
Jeffrey E. Skobin	5th District								0	3	1	0	0	0	1	0	0	0	0	0								5	19%	
Eugene Masuda	5th District																					1		2	3	2	1	9	100%	
Totals		16	6	6	23	18	6	9	10	17	6	11	14	13	7	13	20	19	7	9	21	17	8	14	20	17	7	334	6.1	
	Average Attendance per Meeting																											→		